

**Volunteer Coordinator  
Volunteer Ombudsman Program  
Board on Aging and Long-Term Care  
Position Description**

**Position Summary:**

Under the supervision of the Volunteer Services Supervisor, this position will be responsible for training volunteers for the Volunteer Ombudsman Program and for planning, scheduling, coordinating, and overseeing the activities of persons who have been placed as volunteer representatives of the Program in their assigned multi-county regions. This position requires a valid driver's license, or ability to provide one's own reliable transportation on a consistent basis, and the ability to travel, occasionally overnight, within the coordinator's assigned region in order to fulfill the job duties.

Core responsibilities include:

- \* Recruitment of Volunteer Ombudsmen including mandatory screening
- \* Securing Background Information Disclosure form as required by BOALTC Policy ADM-10; referring to Ch. 50.065(ag)1.c. stats.)
- \* Conducting regional mandatory initial trainings
- \* Conducting appropriate placement of Volunteer Ombudsmen to local nursing homes
- \* Providing verbal and written support on an ongoing basis to each Volunteer Ombudsman
- \* Planning and conducting annual recognition events for each volunteer in their region
- \* Attending mandatory staff inservice trainings

This position interfaces with the Long Term Care Ombudsman Program (Ch. 16.009(2)(b) and (4). *Wis. Stats.*), as mandated by the federal Older Americans Act (OAA) (42 USC 3058f – h) and as implemented by federal rule at 45 CFR 1321 and 45 CFR 1327. The Volunteer Coordinator serves as the liaison between the Volunteer Ombudsmen and the Regional Ombudsmen.

**Goals and Worker Activities:**

**A. Recruitment and Screening of Volunteers**

**Time: 30%**

A1. Recruit appropriate potential volunteers to serve in all skilled nursing homes in the assigned regional counties with supervisor approval.

A2. Utilize a variety of media outlets, public presentations, exhibit fairs, conferences, networking sessions, current volunteers, posting of recruitment posters, and word of mouth to recruit potential volunteer ombudsmen.

A3. Screen all potential recruits via telephone and by using the Board on Aging screening process and tools. Discuss, with the Supervisor, all applicants' suitability upon each applicant's completion of formal application, any conflict of interest concerns, and any issues arising from the applicant's criminal background check processed by the Board on Aging.

A4. Provide the Volunteer Services Supervisor with regular updates specifically including the number of contacts from persons inquiring about becoming a Volunteer Ombudsman and the number of these contacts who are scheduled for training.

## **B. Training and Placement of Volunteers**

**Time: 20%**

B1. Plan, implement and conduct initial training classes for all new volunteer recruits. A minimum of two classes per year is required.

B2. Review the list of new volunteer recruits with the Regional Ombudsman following completion of each class for appropriate nursing home placement.

B3. Conduct facility on-site placement with each new volunteer to orient them to their volunteer duties at each individual's assigned nursing home.

B4. Demonstrate the process of resident interactions, the focal points for observations, how to engage in exit interviews with nursing home staff, and all responsibilities that a volunteer ombudsman has during the nursing home visit as specified in the training manual.

B5. Routinely attend Resident Council meetings with Volunteer Ombudsmen and conduct subsequent meetings with each Volunteer Ombudsman.

B6. Plan and implement, with Supervisor approval, continuing education in-services (a minimum of 3 per year) and routine summer and holiday coffee klatches for volunteers in all assigned regions.

## **C. Management and Support of Volunteers**

**Time: 30%**

C1. Communicate with each volunteer routinely, in person if possible, but with a minimum monthly phone call to discuss the monthly reports. Support communication with follow-up e-mail contact.

C2. Consult with, and support individual volunteers regarding concerns, comments, and observations made during their facility visits including, but not limited to, resident rights issues and possible resolutions.

C3. Provide education about the Volunteer Ombudsman Program to nursing home administration and staff.

C4. Make routine unannounced joint visits to the nursing home with each volunteer to be a role model and assist the volunteers in skill development, on-site problem resolution, and communications with nursing home residents and staff.

C5. Provide periodic, and upon request, verbal and written reports to the Volunteer Services Supervisor and Executive Director about the operational effectiveness of the program in the region.

C6. Serve as Volunteer Program liaison with the Regional Ombudsman (RO). Communicate with RO routinely and consistently regarding program and volunteer updates.

C7. Distribute satisfaction survey to Volunteer Ombudsmen upon each volunteer's departure from program, and on an annual basis.

C8. Provide satisfaction survey report results to Volunteer Services Supervisor.

C9. Maintain a current and accurate Volunteer Ombudsman roster and provide this roster to Volunteer Services Supervisor quarterly, and upon request.

**D. Administrative responsibilities:**

**Time: 15%**

D1. Maintain a current and timely schedule, entering all required data activities, including Medicaid time reporting into Ombudsmanager and the Department of Administration Human Resources Production Timesheet System.

D2. Enter and submit all required agency data to include: STAR, monthly travel vouchers, and weekly schedules.

D3. Maintain comprehensive current knowledge, skills and ability to use a computer, Windows 7, Microsoft Outlook, Power-Point, and other necessary applications to enable compliance with the responsibilities of the position.

D4. Other duties include, but are not limited to, compliance with all documentation required by the agency and comprehensive maintenance of records through the agency's database and any additional administrative procedures necessary to execute an effective volunteer ombudsman program as directed by the Volunteer Services Supervisor.

D5. As directed by the Volunteer Services Supervisor, provide a timely and informative summary of the activities of the program in the Coordinator's region for inclusion in the Volunteer Program Newsletter.

#### **E. Professional Development**

**Time: 5%**

E1. Attend required agency staff in-services including all Supervisor-approved self-development opportunities.

E2. Participate in local and state-wide professional volunteer management organizations with approval of the Volunteer Services Supervisor.

E3. Prepare and make presentations regarding the Volunteer Ombudsman Program only to the community at large, with Supervisor approval.

#### **Required Knowledge, Skills, and Ability:**

1. Knowledge of the processes and significance of recruitment, retention, recognition and supervision methods
2. Ability to organize program logistics, conducting trainings, and volunteer adherence to agency policies
3. Working knowledge of state statutes governing care for the elderly in nursing homes, including the Residents' Rights as specified in §§ 50.09 Wis. Stats. ; DHS 132.31 ; 42 USC 1396r(c) & 42 CFR 483.10
4. Knowledge of and ability to use Windows 7, Microsoft Outlook, Power-Point, and other necessary applications for documentation, and data entry
5. Ability to write and speak clearly
6. Good listening skills
7. Ability to provide effective public presentations, to develop and distribute outreach materials, and to consult with nursing home providers
8. Ability to work independently and effectively
9. Ability to prioritize job responsibilities including meeting deadlines and complying with directives and requests from Supervisor
10. Excellent problem solving and conflict resolution skills
11. Ability to work within any size group as a cooperative member, listening, communicating and sharing work responsibilities

#### **Special Requirements**

- A valid Driver's License that meets the State of Wisconsin's Risk Management standards or ability to provide one's own reliable transportation on a consistent basis